See Something, Say Something: Report Security Incidents!

A security incident is any event that compromises the confidentiality, integrity, or availability of RSPO's information or systems.

Recognising and reporting these incidents helps protect our workplace.

Examples of Security Incidents

Malware & Viruses

Phishing Emails & Suspicious Messages

Unauthorized Access

Unapproved Software Installations

Data Breaches

Social Engineering

Impersonation of Employees or Vendors

Unusual Network Traffic

Tampering with Security Controls

Lost or Stolen Devices

How to Report a Security Incident?

Step 1: Stop & Note — Preserve the Evidence

- Do not interact with suspicious emails, files, or links.
- Record key details: Date, time, error messages, filenames, and any unusual behaviour.
- Note the individuals involved, if applicable.

Step 2: Contact the IT Helpdesk

- Submit a detailed report via IT Support Case on Salesforce.
- Attach relevant files, track report status, and receive updates.
- If you are unable to access RSPO Salesforce, email your log to rspo.cybersecurity@rspo.org.

Step 3: Provide Accurate Details

- Be as specific as possible to support the investigation.
- Not sure if it's an incident? Report anyways — the security team will assess the situation.

Your Vigilance is Our Shared Defence

- Every employee plays a vital role in safeguarding RSPO's data.
- Security is a shared responsibility—reporting incidents helps strengthen our collective defences.
- By speaking up, you help prevent breaches and protect our organisation!
- Have a security question or concern? Reach out to the Cybersecurity Committee members — they are here to help!